



STATE OF COLORADO

CLASS SERIES DESCRIPTION

April 1, 1997

SERVICE DISPATCHER

G1B2TX

DESCRIPTION OF OCCUPATIONAL WORK

This class series uses one level in the Administrative Services and Related Occupational Group and describes work in radio dispatching transportation or maintenance services. The dispatcher operates two-way radios and communication equipment to relay work orders or trip tickets and monitor communication from drivers or maintenance staff in the field. Work involves receiving phone or written orders for service, dispatching appropriate staff and/or vehicles, relaying information, and maintaining records. The service dispatcher may also notify proper authorities in an emergency and monitor safety, security, and environmental alarms.

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CONCEPT OF CLASS

This class describes the fully-operational dispatcher operating radio equipment to relay transportation or maintenance services. In addition to collecting and relaying work orders for service as described above, positions in this class may also verify billing charges, schedule and track vehicles and drivers by generating trip tickets on the computer; keep logs of activities, time of departure and return, mileage and fuel used; and issue keys, permits, radios, and pagers.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the defined level, as described here. Within limits prescribed by the operation, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. For example, positions can determine the speed with which to route orders based on the nature of the request. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. For example, if procedure is not

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followed when routing a request, the wrong staff will be dispatched and the problem will go unresolved. These alternatives include independent choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. For example, the service dispatcher can prioritize the order of response to requests within the parameters of the nature of the request and can prioritize other support tasks within deadlines when not dispatching. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

Complexity -- The nature of, and need for, analysis and judgment is prescribed, as described here. Positions apply established, standard guidelines which cover work situations and alternatives. Positions have standard operating procedures, manuals, codes, policy, forms, and contact lists for processing work orders, relaying information, and operating equipment. Action taken is based on learned, specific guidelines that permit little deviation or change as the task is repeated. For example, in operating radio or data entry equipment, established procedures must be followed. Any alternatives to choose from are clearly right or wrong at each step. For example, if the correct maintenance staff are not dispatched, the equipment is not operated according to procedure, or the wrong instructions are given when an alarm is triggered, an error will result.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of detecting, discovering, exposing information, problems, or failures by interviewing or investigating where the issues or results of the contact are not known ahead of time. For example, dispatchers question callers to discover information about requests where the problem is not known or clearly understood initially.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

ENTRANCE REQUIREMENTS

Minimum entry requirements and general competencies for classes in this series are contained in the State of Colorado Department of Personnel web site.

For purposes of the Americans with Disabilities Act, the essential functions of specific positions are identified in the position description questionnaires and job analyses.

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CLASS SERIES HISTORY

Effective 4/1/97 (KKF). Service Dispatch Intern, G1B1IX, abolished in annual elimination of vacant classes. Published as proposed 3/21/97.

Effective 9/1/93 (KKF). Job Evaluation System Revision project. Published as proposed 3/22/93.

Created 12/1/86.

SUMMARY OF FACTOR RATINGS

Class Level	Decision Making	Complexity	Purpose of Contact	Line/Staff Authority
Service Dispatcher	Defined	Prescribed	Detect	Indiv. Contributor

ISSUING AUTHORITY: Colorado Department of Personnel/General Support Services